| Party | Benefits Achieved by Public Interconnection Performance Reporting |
|---|---|
| **Utilities:** | • **Improve customer service and accountability** – Increasing the transparency of interconnection timelines will allow utilities to keep customers better informed, improving service and relationships. It will also enable a clear distinction between delays associated with the customer's process and utility related delays.<br>• **Enable benchmarking** – Interconnection processing will become another metric utilities can use to compare their performance to that of their peers.<br>• **Target new areas –** Making interconnection request and process data open will encourage DG installers to identify untapped areas and spread installations more evenly over a utility's service territory, reducing reliability issues and costly upgrades.<br>• **Improve modeling of DG growth –** Better records of installation speed and location will enable better estimates of DG growth for use in load forecasting and long-term planning.<br>• **Identify performance outliers –** Including geographic information with timeline data allows utilities to identify high-and low-performing areas and improve business processes. |
| **Regulators:** | • **Monitor utility compliance –** A standardized framework for reporting will allow for easy assessments of utility compliance with regulated interconnection timelines.<br>• **Identify barriers to policy success –** In states with renewable portfolio standards that have carve-outs for DG or stand-alone DG mandates, information in interconnection speed will serve as an early warning if those policy goals are at risk of not being met.<br>• **Create incentives for better service** – Regulators can use this data to establish and administer performance incentives for utilities in decoupled jurisdictions.<br>• **Assess appropriate penalties -** For utilities which consistently miss the regulated timelines, regulators can assess appropriate penalties as a deterrent.<br>• **Highlight geographic differences** – Delays in a particular area may be due to incomplete or underdeveloped inspection processes for the local authority having jurisdiction (AHJ). |
| **Installers:** | • **Increase labor productivity/asset utilization** – Clearer information on timelines for different installation phases would allow more accurate scheduling and increase labor and equipment utilization rates, while also lowering inventory and other supply chain costs.<br>• **Improve price certainty –** Better planning and lower uncertainty would enable more accurate estimates of costs and time to deliver a completed system to customers.<br>• **Identify responsive utility partners –** By comparing utility performance within or across states, developers could target installations in areas with shorter timelines.<br>• **Avoid high-cost/long lead time areas** - More granular geographic data would allow installers to avoid high-penetration areas where more detailed study and costly upgrades are required, instead targeting business development resources in low penetration areas. |

**Customers:**

- **Realize better customer service –** Reporting requirements would provide greater transparency in the interconnection process and would shorten it over time.
- **Achieve lower cost –** In areas with sufficient competition, supply chain savings of the installers will be passed through as lower prices to customers.
- **Set clearer expectations –** Customers would have clearer expectations about how long the interconnection and overall system installation process would take.
- **Advocate for better service in underperforming areas –** Customers could press local utilities or AHJs to speed their processes, depending on the source of delays.
- **Advocate for community supply options –** Non-DG customers in high-cost, high-delay, or high-penetration areas can seek a utility-administered community solar option instead.